



Expert Cura Respect and Anti-Discriminatory Policy

1. Purpose

At Expert Cura, we are committed to ensuring that every individual—whether a Care Recipient or a carer—receives care in a safe, respectful, and non-discriminatory environment. This policy outlines our approach to upholding dignity, fairness, and respect in every interaction, while actively preventing and addressing any form of discrimination or abuse.

2. Scope

This policy applies to all carers introduced through Expert Cura, as well as families and Care Recipients who use our platform. As an introductory agency, Expert Cura facilitates the connection between carers and families but does not directly provide care or manage care relationships. All parties must adhere to the principles of mutual respect, equality, and fairness and take immediate action to report any instances of discriminatory or abusive behaviour.

3. Our Commitment to Respect and Equality

At Expert Cura, we believe that every individual, regardless of their race, gender, age, disability, religion, sexual orientation, or any other characteristic, should be treated with respect and dignity. We are committed to:

- Ensuring that all carers and Care Recipients are matched in a way that promotes mutual respect.

- Promoting fair and equal treatment for all, regardless of their background, beliefs, or identity.
 - Maintaining a zero-tolerance approach to any form of discrimination, harassment, or abuse.
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4. Anti-Discrimination Commitment

Expert Cura is committed to eliminating all forms of discrimination, including but not limited to discrimination based on:

- Age
- Disability
- Gender
- Gender Identity
- Race
- Ethnicity
- Sexual Orientation
- Religion or Belief
- Marriage and Civil Partnership
- Pregnancy and Maternity

We will not tolerate discriminatory behaviour in any form and will take immediate action when such behaviour is identified.

5. Expected Behaviour

- **Respectful Communication:** All carers and families are expected to communicate with each other in a respectful and professional manner, free from offensive language or hostile behaviour.
 - **Cultural Sensitivity:** Carers must be sensitive to the cultural, religious, and personal preferences of Care Recipients, respecting their beliefs and values.
 - **Dignity and Autonomy:** Care Recipients should be treated as individuals, and their dignity, autonomy, and privacy should always be upheld.
 - **Equality of Opportunity:** All individuals should be given equal opportunities in their care and interactions, with no one being treated unfairly because of any personal characteristic.
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6. Reporting Discriminatory Behaviour

Any form of discrimination, harassment, or abuse must be addressed immediately. Expert Cura acts as an introductory agency, and we emphasize that it is the responsibility of carers, families, and Care Recipients to take immediate action by reporting any serious incidents to emergency services.

- If there is an immediate risk to safety or a serious criminal act is suspected (including abuse or violence), call **999 (Police or Emergency Services)** immediately.
 - For non-urgent concerns, you may also contact Expert Cura to discuss the situation, though all emergencies must be reported directly to the police or emergency services.
 - Expert Cura can assist in directing individuals to relevant support services, such as the **Equality Advisory and Support Service (EASS)** or **Local Safeguarding Adults Boards**.
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7. Handling Complaints of Discrimination

While Expert Cura does not investigate or manage incidents of abuse or discrimination directly, we will support families and carers in ensuring the appropriate authorities are contacted. Here's how we handle reports:

1. **Immediate Action:** If there is a safety risk or if a criminal act (such as abuse or violence) is suspected, it is the responsibility of the carer, family, or Care Recipient to contact **999 (Police or Emergency Services)** immediately.
 2. **Police Involvement:** All serious incidents, such as criminal behaviour or suspected abuse, will be handled by the police and appropriate authorities. Expert Cura will not intervene in these situations but may cooperate with authorities by providing any relevant documentation or information upon request.
 3. **Non-Emergency Concerns:** For non-urgent concerns, Expert Cura can assist with communicating issues to the relevant authorities, including **Local Safeguarding Adults Boards**, but **999** should be the first point of contact for immediate risks or criminal activities.
 4. **Equality and Human Rights Commission (EHRC):** For individuals needing guidance on discrimination, they may contact the **EHRC** for support and assistance.
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8. Responsibilities of Carers and Families

- **Carers:** Carers are required to treat all Care Recipients and family members with respect and dignity. They must adhere to the principles of equality, fairness, and non-discrimination always. Any incidents of discrimination, harassment, or abuse that the carer witnesses or is subjected to must be reported immediately to **999 (Police)**.
 - **Families and Care Recipients:** Families and Care Recipients must ensure they treat their carers with the same respect and dignity they expect in return. If any form of discrimination, harassment, or abuse is observed or experienced, they must immediately report the issue to **999 (Police)**.
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9. Training and Awareness

While Expert Cura does not provide formal training to carers, we encourage all carers to continuously educate themselves on anti-discrimination practices, safeguarding, and other

relevant areas of professional development. Carers are responsible for maintaining up-to-date knowledge in these areas to ensure they provide care in line with best practices. Carers are encouraged to complete **mandatory safeguarding training, Equality and Diversity** training, and any other relevant professional development courses recognized in the UK, such as those provided by **Skills for Care**.

10. Policy Review

This policy will be reviewed periodically to ensure it remains aligned with current best practices and relevant legal requirements. Updates to the policy will be communicated to all parties involved, including carers and families.